IP Office 4.0

2402 and 5402 User Guide

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The Telephone

About this Guide

This guide describes how to use all the features on your Avaya IP Office 2402/5402 phone.

For basic phone settings and functionality, refer to the relevant Quick Reference Guide for your IP Office phone.

Further information about IP Office is available from www.avaya.com/support and also from http://marketingtools.avaya.com/knowledgebase.

Overview

This guide covers the use of the 2402 and 5402 phones on IP Office. Both phones are similar, however the 5402 is only supported on the IP Office whereas the 2402 is supported on a range of Avaya phone systems.

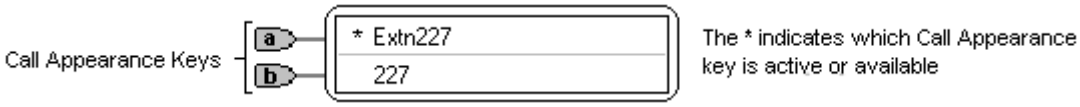
The 2402 display is not fully supported on IP Office. For call appearance icons, caller display etc, the 5402 should be used.

1. **Display, Call Appearance:** Two Call Appearance Keys allow you to handle multiple calls and the display shows call information.
2. **Message Lamp:** This lamp is used as follows;
    - **On (Continuous):** There are new messages in your voicemail mailbox, or in another mailbox for which you have been configured to receive "Message Waiting Indication".
    - **Flashing:** The lamp also flashes when the phone receives a call.
3. ✉ **MESSAGES:** Access your mailbox.

4. **Call Handling Buttons:**
    - **HOLD:**
      Red button used to place a call on hold.
    - **TRANSFER:**
      TRANSFERs a call to another phone.
    - **CONFERENCE:**
      Sets up conference calls with more than one other person.
    - **DROP:**
      DROPs the current call or, if on a conference call, drops the last person to join the conference.
    - **REDIAL:**
      Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.
5. **Dial Pad:** Standard 12-button pad for dialling phone numbers.
6. **Volume Controls**: Adjusts the speake ringer volume depending on which is currently in use.
7. **Handset Socket**: The socket for the handset cable can be found on the side of the phone.
8. **MUTE**: Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.
9. **Feature**: The system administrator can configure a number of special features which are then accessed by pressing this key followed by any of the keys; **0** to **9**, ***** or **#**.
10. **SPEAKER**: Puts the call on the phone's speaker rather than the handset. The lamp next to the button is lit when this option is in use. The speaker only provides a speech monitor function, you can hear a call through the phone's speaker but you must lift the handset to speak.

Call Appearance Keys

The main call handling screen contains two buttons set as 'Call Appearance' keys.



For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer to the *IP Office Key and Lamp Operation* manual.

Having two Call Appearance keys is very useful. When holding a call, you can answer/make another call and then switch between calls, transfer or conference. If you are set to receive a call waiting indication, the waiting call is shown against the next call appearance key.

CAUTION

- Although your system administrator can replace the Call Appearance Keys with other functions, this would severely restrict the use of features such as conference and transfer. It is for these reasons, that it is strongly recommended that all Call Appearance keys remain at their default settings.

Call Appearance Key Icons

The icons displayed against the Call Appearance Keys allow you to determine the status (for example, on HOLD) of each call.

Incoming Call:

A symbol next to a call appearance key indicates an incoming call. To answer the call and put any other current call on hold, press a/b.

Connected:

A symbol next to a call appearance key indicates that it is the currently connected call. The caller's phone number (if available) is also shown.

On HOLD:

A symbol next to a call appearance key indicates a call on hold. To take the call off hold and put any other current call on hold, press the adjacent .

System Features

System Features can be set against dial pad digits by your system administrator and are accessed by pressing **Feature**.

For Key and Lamp mode of operation these System Features **must not** be set against the Call Appearance keys. See the **CAUTION** above.

Refer to Overview of the Feature Key for details of System Features that **can only be allocated to you** by your system administrator and to System Features Introduction for details of System Features that **you can always access yourself** by dialling short codes. For example; to listen to your voicemail messages, dial ***17**.

Logging On

Your administrator has created your initial configuration so that you will be automatically logged on to your home extension. However, you may be required to log in for the following reasons:

- Forced login - if your configuration does not allow automatic login to your home extension.
- To use an extension other than your own (hot desking)
- If you, or somebody else, has logged you out of your extension.

Notes

- When hot desking, any short codes you have setup on your home extension will be passed to the extension you have logged on to.
- Certain information such as speed-dials and call log are telephone model dependent, and will not be passed to the new extension.
- You will be able to hot desk to extensions on remote sites only if the Small Community Advanced Networking License is installed on that system. Contact your Systems Administrator.

To login to your home extension (forced login), enter ***35*P#,** where **'P'** is your login code.

To login at another extension (hot desking), enter ***35*N*P#**, where **'N'** is your home extension number and **'P'** is your login code.

Notes

- Your login code, if configured, will be supplied by your Administrator.
- You have 4 attempts at logging on. If you fail to logon correctly, the message "Invalid" will be shown on the main display and you will hear the busy tone. If you fail all 4 attempts to log on, you must wait 90 seconds before any login will be accepted, whether correct or not.

Logging Off

If you have been allocated a login code, you can log your phone off to prevent unauthorized use during an absence, or for privacy purposes.

If you are logging off from another extension, the system will log you back in at your home extension, unless the force-login option is set.

Caution

- Call Log entries and certain Speed Dial settings will remain on the extension even once you are logged out.

To **log off** the phone where you had logged on dial ***36**.

No User

The NoUser configuration will be used for extensions where the home user is not currently logged on for example:

- The home user is logged on to another extension
- Forced login is enabled

An extension set as NoUser will display the name "**NoUser**" and the extension number.

If required, and you have been allocated a login code, you can logon using your extension number and login code. (see Logging On)

Note

- Although calls may be made from an extension marked **NoUser**, normally calls cannot be received on that extension.

The Display

B **Phone Locked:**
Internal calls only.

D **Call Forwarding On:**
See Call Forwarding.

G **In Group:**
You can enable/disable group membership.

N **Do Not Disturb On:**
See Do Not Disturb.

0 **Out of Hours:**
This is displayed if one or more Hunt Groups is in "Out-of-Hours" mode.

P **Parked Calls:**
Shows the number of parked calls.

U **Unavailable:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is not being covered by voicemail.

V **Voicemail:**
This is displayed on the calling station when the called station has Do Not Disturb activated, but is being covered by voicemail. See Voicemail.

01 **Calls in Call History:**
The phone can store and display recent calls.

DISC **Disconnected:**
To end the call, press **Spkr**.

CONN **Connected:**
You are on a call.

CONF **CONFERENCE Call:**
You are part of a conference call, displayed on the left hand side of the display. See Conference Calls.

▼ Indicates that the displayed item is the currently selected item.

Note

- The items displayed by your IP phone may differ slightly from the items listed above.

Basic Call Handling Features

Answering a Call

When a call arrives at your phone, you hear a ringing tone and a flashing bell icon (🔔) appears on the associated call appearance display. The following describes how to use your handset to answer calls.

To answer an incoming call:

Do one of the following:

- If you are not active on another call, answer the call by lifting your handset.

  You can also press **SPEAKER** to listen to the incoming call. However, you must use the handset to speak to the caller. The phone does not have a built-in microphone.
- If you are active on a call already, place the active call on **HOLD** and then answer the incoming call (see Hold).

To answer a call at another extension:

You can answer from your own phone by using Call Pick-Up; lift your handset and dial:

- ***30**, to answer a call ringing anywhere.
- ***31**, to answer a call within your group.
- ***32*201#**, to answer the call for a particular extension, in this example 201.

The default ringing cadences are:

- **Internal calls** - single ring cadence.
- **External calls** - double ring cadence.

These can be changed by your system administrator.

Note

- If your phone rings for longer than a specified period (15 seconds in default), any re-direction feature that you have activated (such as voicemail or call forwarding) will come into effect.

Making a Call

There are several options for making a phone call, depending on what how you want to use the phone.

To make a call using the handset:

1. Pick up the handset.
2. Dial the phone number of the person you want to contact, including any dial out codes.

To make a call using the speaker:

1. Press **SPEAKER**.
2. Dial the phone number of the person you want to contact, including any dial out codes.

   See Speaker for more information.

Note

- If you hear a busy tone while dialing, then the call may be barred. Your system administrator can bar certain calls, such as those to premium rate numbers and international calls.

Clearing a Call

To clear an established call:

Either:

- Replace the handset.
- Press **DROP**.

Redial

The Redial feature automatically redials the last extension or outside number (up to 24 digits) you dialed.

To redial the last number that you dialed:

- Press **REDIAL**.

Speaker

The Speaker facility allows you to monitor incoming calls only. You must use the handset to speak to the caller. You can also use **Speaker** to terminate an existing call.

SPEAKER switches the speaker on/off. The light associated with this button turns on when the speaker is active.

Conference

The Conference feature allows you to conference other parties (including yourself) into a call.

Notes

- The number of parties allowed in a conference is controlled by your phone system.
- Two Call Appearance keys are required for the conference feature.

To add another party to a call:

1. Press **CONFERENCE**. The existing call is put on hold.
2. Dial the number of the person you want to add to the call.
3. Wait for an answer. If the called party does not answer or does not want to join the conference, press **DROP**. You can return to the held call by pressing the associated call appearance button.
4. To add the person to the call, press **CONFERENCE** again.
5. Repeat steps 1 through 4 for additional conference connections.

Notes

- To remove yourself from the conference, hang up.
- If the conference contains only two parties, pressing the **DROP** key will end the conference.

Mute

With a call in progress, you can stop the other party from hearing you.

To switch off your handset microphone:

1. Press **MUTE**. The lamp beside Mute is lit.
2. To switch off, press **MUTE** again. The lamp beside Mute is unlit.

Hold

You can put a call on hold to gather information, or to answer a second call. If a second call arrives you will here a short ring and the flashing symbol will appear next to the Call Appearance key.

To put an existing call on hold:

1. Press **HOLD**. The symbol changes to ; showing that the line is on hold.
2. To answer the second call, press the Call Appearance button with against it. The symbol changes to ; showing that the line is connected.

To return to the held call:

1. If you have a call in progress, then first put that call on hold as above.
2. To retrieve a held call, press the Call Appearance button with against it.

Notes

- After hold timeout (defined by your system administrator), you are reminded that you have a call on hold The phone will give a short ring and symbol is displayed for a short period.
- If the system feature *AutoHold* is on (consult your system administrator) then you can hold an active call () by pressing the second call's (). If *AutoHold* is off, then pressing the second call's () **will drop the first call.**
- To transfer a held call, see Transfer.

Transfer

The Transfer feature allows you to transfer a call from your phone to another extension or outside number. Two call appearance keys are required for the Transfer feature.

To transfer the current call to another extension:

1. With a call in progress, press **TRANSFER**.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
   - To transfer the call without announcing it, press **TRANSFER** again. The transfer is complete.

   or

   - To announce the call before transferring it, wait for the called party to answer. If the called party is willing to accept the call, press **TRANSFER** again to complete the transfer.

   or

   - If the called party does not wish to accept the call, press **DROP**. To return to the held call, press the Call Appearance button with against it.

   or

   - If the line is busy or if there is no answer, press **DROP**. To return to the held call, press the Call Appearance button with against it.

Messages

MESSAGES is used to access the voicemail system (if installed). Once pressed, the prompts given will depend on the type of voicemail system. For further details, refer to the Mailbox User Guides provided for the different voicemail systems supported by IP Office.

The message lamp at the top of the phone stays lit when there are new messages in your mailbox or in any other mailbox for which you have been configured to receive "Message Waiting Indication".

Note

- The lamp also flashes when the phone rings, irrespective of whether you have new messages waiting to be read.

System Features

System Features Introduction

As well as your phones specific features that **only the system administrator can allocate**, you can access a number of system features by dialling short codes.

These instructions are for the system's default configuration. They assume that you are using the default feature codes. It also assumes that you have full access to all features and the public phone network.

Call Forwarding

Your calls can be forwarded to another extension or an external number when:

- You are away from your desk (on no answer).
- Your extension is busy (on all Call Appearance keys).
- You are away from the office (e.g. when you are on holiday).

The following options are available for call forwarding:

- To set the number to which your calls are forwarded, dial ***07*201#** (forwarding to 201 in this example).
- To switch Forward Unconditional On (i.e. not Hunt Group), dial ***01**. The letter **D** is displayed. To switch it off, dial ***02**.
- To switch Forward On Busy On, dial ***03**. To switch it off, dial ***04**.
- To switch Forward On No Answer On, dial ***05**. To switch it off, dial ***06**.
- To switch Forward Hunt Group Calls On, dial ***50**. To switch it off, dial ***51**. This setting is for Forward Unconditional only.
- To Cancel All Forwarding, dial ***00**.

Note

- Cancelling all forwarding will also cancel any **Follow Me** you have set.

Diverting Calls

You can divert your calls to another extension using **Follow Me**. Unlike **Forward**, **Follow me** can only be used to divert calls to another internal extension on the same IP Office.

Note

- If you do not answer calls at the temporary extension, they are forwarded to your own voicemail or call forwarding number.

To use Follow-Me-Here from another extension:

In this case, **N** is your home extension

- Dial ***12*N#** from the extension you are temporarily using.
- Dial ***13*N#** to re-direct the calls back to your own extension, before you return to it.

To use Follow-Me-To from your home extension:

In this case, **N** is the extension to which you want your calls diverted.

- Dial ***14*N#** from your own extension.
- Dial ***14*#** to cancel either feature from your own extension.

Notes

- If you use the option **Cancel All Forwarding**, your **Follow Me** will also be cancelled.
- **Follow Me** does not apply to the following call types:
  - — Voicemail Callback
  - — Automatic Call Back
  - — Hold or Park return.

Do Not Disturb

You may choose to receive no calls at all or only those from particular callers on your exceptions list.

- To switch Do Not Disturb on (with or without exceptions), dial ***08**. An **N** is displayed.
- To switch it off, dial ***09**.
- To add a number to the exception list, dial ***10*N#**.
- To delete a number from the exception list, dial ***11*N#**.

Note

- Your callers, other than your exceptions, either hear a busy tone or are re-directed to your voicemail.
- The only call that will ignore the Do Not Disturb rule will be one where you were the original caller, then performed an unsupervised transfer to another extension. If that extension does not answer, the call will be re-directed to you as the originator.

Ring Back

If your system administrator has allocated you the *Ring Back When Free* feature under a dial pad digit and you call an extension that does not answer or is busy, you can:

1. Press **RBak** to set a callback on that extension. When the extension you called becomes free, your phone will ring (a burst of three rings).
2. Lift the handset and the extension is called automatically.

Parking Calls

You can park one or more calls; allowing you to make and receive other calls. You can also arrange for the parked call to be retrieved by another extension.

The system only allows calls to be parked for a short while before reconnecting them to the user who parked the call; the default setting is 5 minutes. Once the set time is reached, the parked call will ring back if your extension is idle.

Note

- To park a call using the short codes, the call must first be put on **Hold**.

To park a call to be picked up by any extension:

- Dial ***37*N#** - Where **N** is the slot id.
  Inform your colleagues of the parked call and the slot id you have assigned.
- To Un-park a call from another extension:
  - Dial ***38*N#** - Where **N** is the assigned slot id.

To Park a call to your local extension:

- Dial ***37#**

To Un-park a call:

- Dial ***38*N#** - Where **N** is the slot id.

When you park a call to your local extension, it is automatically given a slot id number based on your extension number followed by 0. If you park another call, it is given your extension number followed by 1 and so on up to 9. For example: if your extension is 201, the first parked call will be given the slot id **2010**.

Note

- Feature keys can be setup to park and un-park calls. If required, contact your administrator.

Voicemail

You can enable voicemail to allow callers to leave messages when you are out of the office, away from your desk or engaged on another phone call. Voicemail messages can be retrieved internally or externally via any phone. Your voicemail may be set up to deliver your messages by calling you whenever you hang up: this feature is known as *Voicemail Ringback*.

Note

- Not all systems support voicemail or have voicemail installed.

The following options are available for voicemail:

- To switch voicemail on, dial ***18**. To switch it off, dial ***19**.
- To retrieve your voicemail, dial ***17** or press **MESSAGES**.
- To turn Voicemail Ringback on, dial ***48**. To turn it off, dial ***49**.

Dialling a number while listening to your messages invokes further facilities:

- Once messages have been delivered, they are held on the system for 24 hours (this is fixed for Voicemail Lite, but can be varied by your system administrator if your IP Office is equipped with VoicemailPro).
- You can collect your voicemail from another extension by using the PIN your system administrator has set up for you. You can collect your messages if you are out of the office, by either dialling from a number that has been registered for the purpose or by dialling your extension number and PIN, when prompted. If validation is successful, then dial **2** to retrieve your mail.
- The system administrator also specifies the reception number, to which the call is diverted if the caller dials **0**, and your email address if your voicemail and email are integrated.

Private Call

The Private Call feature is used to prevent any intrusions during the call. Private call can be activated either before or during a call and will set the phone status to 'cannot be intruded' until you switch the Private Call feature off.

If you place an intrusive call to an extension with Private Call on, you will hear the Number Unobtainable tone.

Note

- Private call is not a default feature. If you require this option, contact your administrator.

Default Short Codes

The following are the normal default short codes available to all users. Your system administrator may add additional codes for other features and for speed dials.

The **N** where shown, should be replaced by the appropriate number. For example, with ***07*N#**, replace **N** with the extension to which you want your calls forwarded when you have forwarding switched on.

*00	Cancel All Forwarding	*32*N#	Call Pick Up Extension
*01	Forward Unconditional On	*33*N#	Call Queue
*02	Forward Unconditional Off	*34	HOLD Music
*03	Forward On Busy On	*35*N#	Extn Login
*04	Forward On Busy Off	*36	Extn Logout
*05	Forward On No Answer On	*37*N#	Park Call
*06	Forward On No Answer Off	*38*N#	Ride Call
*07*N#	Forward to Number	*39	Relay On
*08	Do Not Disturb On	*40	Relay Off
*09	Do Not Disturb Off	*41	Relay Pulse
*10*N#	Do Not Disturb Exception Add	*42	Relay On
*11*N#	Do Not Disturb Exception Delete	*43	Relay Off
*12*N#	Follow Me Here	*44	Relay Pulse
*13*N#	Follow Me Here Cancel	*45*N#	Call Steal
*14*N#	Follow Me To	*46	Call Steal
*15	Call Waiting On	*47	Conference Add
*16	Call Waiting Off	*48	Voicemail Ringback On
*17	Voicemail Collect	*49	Voicemail Ringback Off
*18	Voicemail On	*50	Forward Hunt Group Calls On
*19	Voicemail Off	*51	Forward Hunt Group Calls Off
*20*N#	Set Hunt Group Night Service	*52	Clear Call
*21*N#	Clear Hunt Group Night Service	*53*N#	Call Pickup Members
*29	Toggle Calls	*57*N#	Forward On Busy Number
*30	Call Pick Up Any	*70*N#	Dial Physical Extn by Number
*31	Call Pick Up Group	*71*N#	Dial Physical Extn by ID

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